

Pricing Document – Passenger Assist

Overview

Transreport provides digital Passenger Assist services to enable rail operators to meet their obligations to passengers requiring assistance.

Services are designed to operate at national scale, support safety-critical operations, and align with regulated transport environments. Pricing is transparent, predictable, and suitable for procurement via the G-Cloud framework.

Service Descriptions

Passenger Assist Service

The Passenger Assist Service enables passengers to pre-book assistance and ensures that rail staff have timely and accurate information to deliver assistance consistently across the network.

The service includes:

- Digital capture and management of Passenger Assist requests
- Secure data handling and operational integration
- Support for station-based delivery of assistance
- Ongoing service operation, maintenance, and updates

Pricing

Passenger Assist Service Pricing

Pricing is based on a per-station, per-year model:

£2,000 per station per year

This includes access to the Passenger Assist service, ongoing operation, maintenance, and standard support.

Alternative pricing models can be accommodated subject to customer requirements.

Price Variation

Prices may be reviewed annually and will increase in line with the UK Consumer Price Index (CPI).

Assumptions

- All prices are exclusive of VAT
- Pricing assumes steady-state annual operation
- Changes to scope, service levels, or volumes may require a pricing review

Commercial Flexibility

Transreport recognises that public sector organisations may have differing operational and commercial requirements. Alternative commercial structures, volumes, or service configurations can be discussed and agreed where appropriate within the G-Cloud framework.